



## **MINUTES OF THE INTEGRATED QUALITY IMPROVEMENT COMMITTEE (IQuIC) MEETING WEBEX**

April 28, 2020 10:00 am to 12:00 pm

### **1. Call to Order**

The Contractor shall have its Quality Improvement Director participate in the Department's Quality Improvement Committee to provide input and feedback regarding quality improvement priorities, performance improvement topics, measurements and specifics of reporting formats and timeframes, and other.

### **2. Roll Call**

Quorum equals representation from a minimum of six Regional Accountable Entities (RAEs), and five Managed Care Organizations (MCOs). **Quorum Met? Yes.**

### **3. Introductions, and additions to the agenda**

No additions to the agenda were made, but Jerry (HCPF) reminded health plans to review the Progress Report that was sent with the final agenda to understand current timelines for quality projects.

### **4. Approval of Minutes**

The draft March 2020 minutes were reviewed and approved.

### **5. Health Plan Input on the Network Adequacy Quarterly Reports**

Alana led this discussion with the health plans and she reviewed the timeline for health plans to submit their next quarterly report submission in light of the submission delay request from health plans. Colorado Community Health Alliance (CCHA) staff asked Alana a counting provider question relating to practitioners vs obstetrician providers. Alana said that the criteria for counting these providers has not changed. Alana ended the discussion by reminding staff about the May 2020 IQuIC WebEx presentation that will take place and be focused on the network adequacy template.



## 6. Regional Accountable Entity (RAE) Behavioral Health Incentive Performance (BHIP) COVID Measures

Melissa and Nicole led this discussion with RAE representatives. Melissa and Nicole spoke about the effort to have all RAEs provide a Plan on how incentive funds will be distributed (example, 75% to safety net providers, other). Colorado Access staff stated they would lean toward flexibility for this plan while Tina asked about more clarity on the 7-million-dollar incentive quarterly payment. Melissa noted that additional support from Department executive staff will be solicited. Krysta noted that she likes the direction of this effort, but would like more detail at a later date. Melissa and the group also discussed how to measure success and regional alignment. CCHA staff indicated that this plan sounds like the PAC Plan. Melissa said that this effort is very close to the PAC Plan. Melissa then shared input on the cost drivers for this plan and put a focus on how members are being supported and how the plans will incorporate the support for the incentive measures. Melissa said that there is about \$20 million for these incentive measures with payments broken out by quarters. Melissa also addressed Tina's question about incentive payments in the next fiscal year and Krista's question about sending draft plans around June 30, 2020. Nicole ended the discussion noting that current COVID-19 actions and not just new COVID-19 should be included in the plans.

## 7. Performance Improvement Project (PIP) Update

Russell led this this discussion and noted that the current PIPs will be ending due to the current COVID-19 situation that is effecting health plan and provider efforts. Russell noted work being done with Health Services Advisory Group (HSAG) to button down (end) these projects and he noted that a new PIP will begin sometime in the next fiscal year. Russell said current plans also include sending health plans a template in the coming week/s so they can assist with ending their PIPs. Catherine ask for more clarification about the new PIP starting from module 5 efforts. Russell then stated that the Department and HSAG are looking at options for starting the new PIPs in the next fiscal year. Jeremiah asked for input about how this PIP shut down was shared prior to the meeting and Russell noted that certain contract manager staff shared input on this action via an email last week. Health plans should send questions about this PIP stoppage directly to Russell or Kris Hartman (HSAG).

## 8. Quality Talks

Jerry led this discussion with the health plans while Curt was away. Jerry began by reading a few questions, from Curt, to health plan staff and solicited their response. First, Jerry asked each health plan if they had a chance to review the two quality talks documents previously shared by Curt and if they had a chance to add in additional items for consideration by the Department? Denver Health (DH),



Colorado Access/RAE 3&5, and RAE 2 said yes. Kaiser (KP), DentaQuest (DQ), RAE 1 and RAEs 6&7 said no. Friday Health Plans (FHP) and RAE 4 said they were currently reviewing them. Jerry then asked health plans if COVID-19 impacted their areas of strength that were listed on the original documents and if COVID-19 created new areas of opportunity not considered before? All health plans stated yes. Greg (DH) said no member text messages are being sent and Greg said that telehealth efforts have been added to their efforts. Mika noted system stresses due to COVID-19. DQ stated they are working to promote their member portal. Manuela (FHP) stated a new strength is telehealth, but their quality health improvement hiring staff efforts have been hampered by COVID-19. Jeremiah (RAE 1) said his health plan is making innovation abundantly in new ways to reach goals and using telehealth opportunities. Catherine (RAE 2) noted provider collaboration was being affected by COVID-19, but that her health plan is working on new KPIs and disaster planning. Erica (RAE 4) noted meeting efforts with PIAC and other meetings have been impacted by COVID-19, but that new opportunities hosting provider calls and telehealth are taking off. Clara (RAE 6&7) said her health plan is working to support members and providers and how they are offering services and Elizabeth (RAE 6&7) noted weekly check points to meet member needs were taking place. For the last question Jerry asked all health plans how they would like to proceed with this project? All health plans agreed that this this project effort should be tabled for now or until the next fiscal year. Some reasons to table this project include "changing deliverables are going on," "a lot going on," "timing is not great now." Carlos (KP) also noted that it is not yet clear what additional requirements/work will come out of this current project. Jerry thanked health plan staff for sharing input on this topic and requested they continue their review and comment submissions about this project to Curt until further notice.

## 9. Department and Health Plan Updates/Reminders

Meeting dates for IQuIC are noted on the final agenda.

## 10. Public Comments

No visitors attended this WebEx.

## 11. Adjourn

Future WebEx Meeting: **May 26, 2020** 10:00 am to 12:00 pm.

Visit this link to see online reporting <https://www.colorado.gov/pacific/hcpf/quality-and-health-improvement-reports>

Visit this link to see more about IQuIC <https://www.colorado.gov/hcpf/integrated-quality-improvement-committee-meeting>



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